DOCUMENT NUMBER: SEMC-SECURITY-P01	EFFECTIVE DATE: 14.06.2018
TITLE: INGRESS / EGRESS AT GUARD HOUSE	APPROVED BY:
REVISION NUMBER: 00	

OBJECTIVE	To establish a proper guidelines on residents or visitors entry or exit at guard house to ensure the safety and security in community.
SCOPE	The scope of the procedure include: 1) Resident Entry and Exit by vehicle 2) Visitor Entry and Exit 3) Pedestrian / Bicycle Entry and Exit 4) Local Authorities Entry and Exit
DEFINITION	1) RFID system – Radio Frequency Identification Devices with DNA car tag to be installed 2) Android System – Vehicle Registration System by Number Plate & Photo
REFERENCE	
RECORD	1) Log Book 2) Visitor Management System 3) Android System 4) RFID System 5) Incident Report

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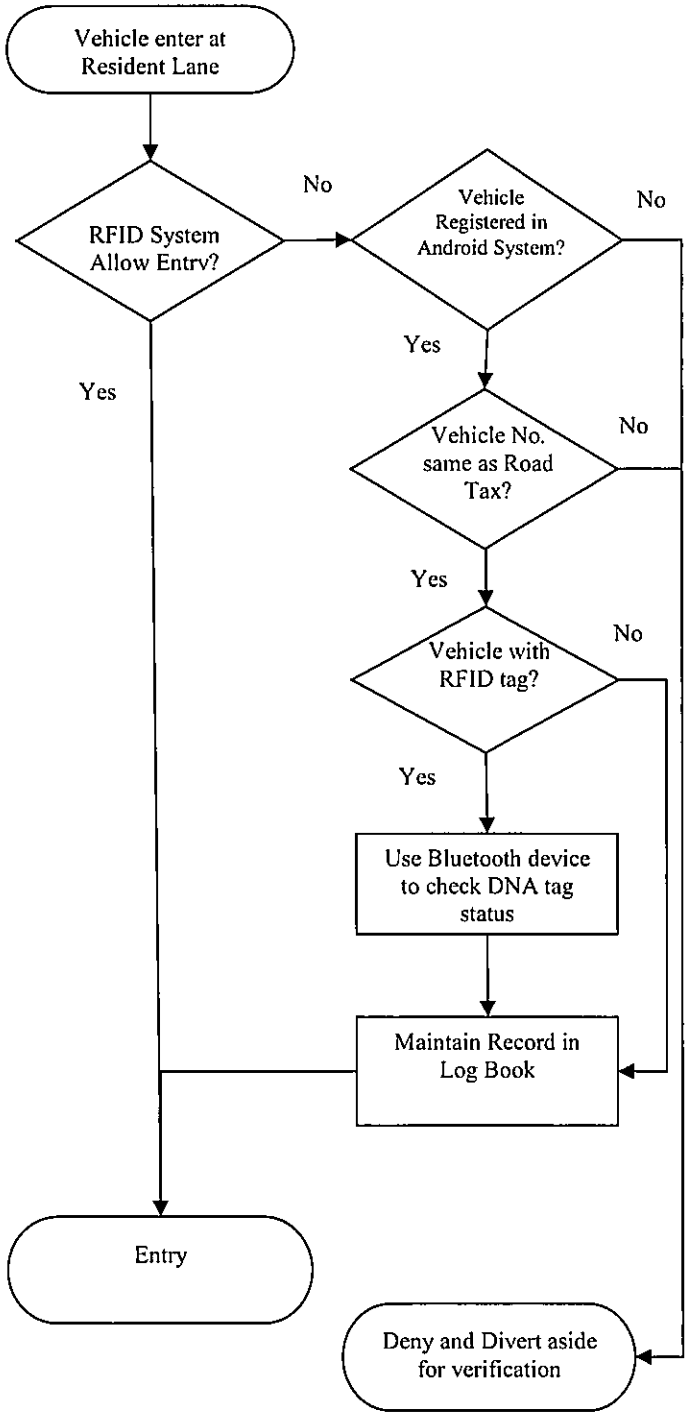
RESPONSIBILITY	PROCESS FLOW	DETAILS

1) Entry and Exit by Resident with Vehicle



Guard to check information but not limited to the below:
1. Vehicle number
2. Vehicle model
3. Vehicle color
4. Vehicle image

Guard need to inform Security Officer on Duty on the incident. Security Officer need to investigate and comes out with Incident Report within 24 hours.

Guard or Security Officer to advise owner to make appointment with office for tag installation.

Guard to record **tag failure** on log book.
Security Officer to resolve the tag failure issue with front office on the following working day.

Guard to record **RFID panel reading failure** issue on a log book.
Security Officer to report the RFID panel reading failure issue via WhatsApp group and take next process according to SOP SPSB-PM-P04 Control of Non-Conformance.

Guard to report to Security Officer on the issue.
Security Officer to raise Incident Report (if required) within 24 hours.

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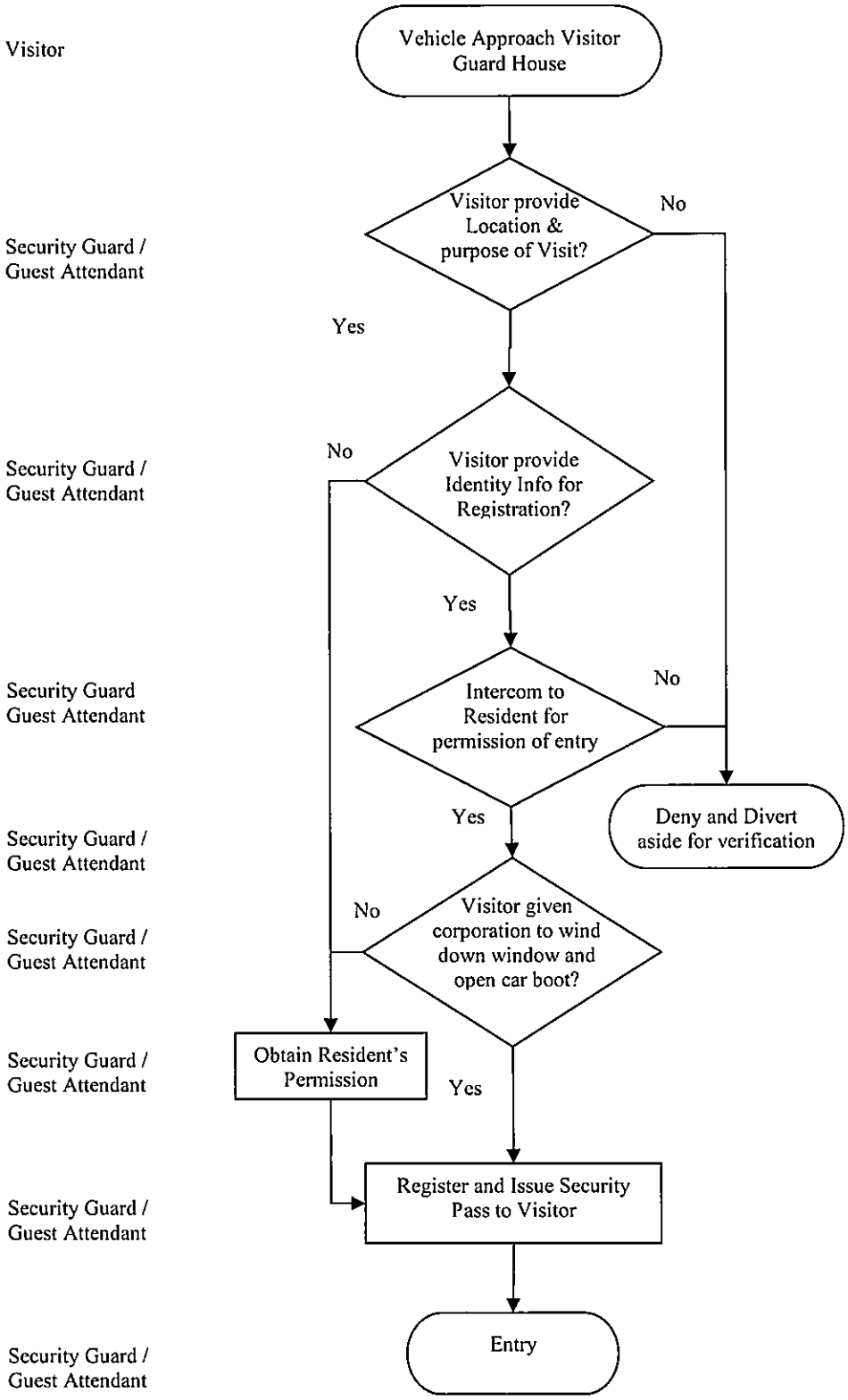
2) Entry and Exit by Visitor



Identity Info include but not limited to:

1. Identity Card
2. Passport
3. Driving License
4. Work Permit

Guard to report to Security Officer on the issue.
Security Officer to raise Incident Report or report to Police (if required) within 24 hours.

Obtain Permission through intercom to resident and need to indicate in Visitor Management System for not providing identity card, no wind down window or no open car boot permitted by resident.

Trace the visitor's direction via street CCTV from Control Room until visitor reached the visiting destination or guard to escort until visiting house where street CCTV could not cover until the visiting house.

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RESPONSIBILITY	PROCESS FLOW	DETAILS

3) Pedestrian or Bicycle Entry and Exit by Resident / Visitor

Resident / Visitor

Resident / Visitor Approach Pedestrian Gate by walking or on bicycle

Security Guard

Resident

Visitor

Security Guard

Details to be provided by residents

Incorrect

Correct

Verify details in Android such as:
1. Name
2. IC no.
3. House address
4. Registered car plate

Identity card need to be provided for verification should the above not tally.

Security Guard

Security Guard

Security Guard

Advise Visitor Proceed to Visitor Guard House for registration

Visitor Guard House will follow the procedure of **Entry and Exit of Visitor**

Maintain Record in Log Book

Entry

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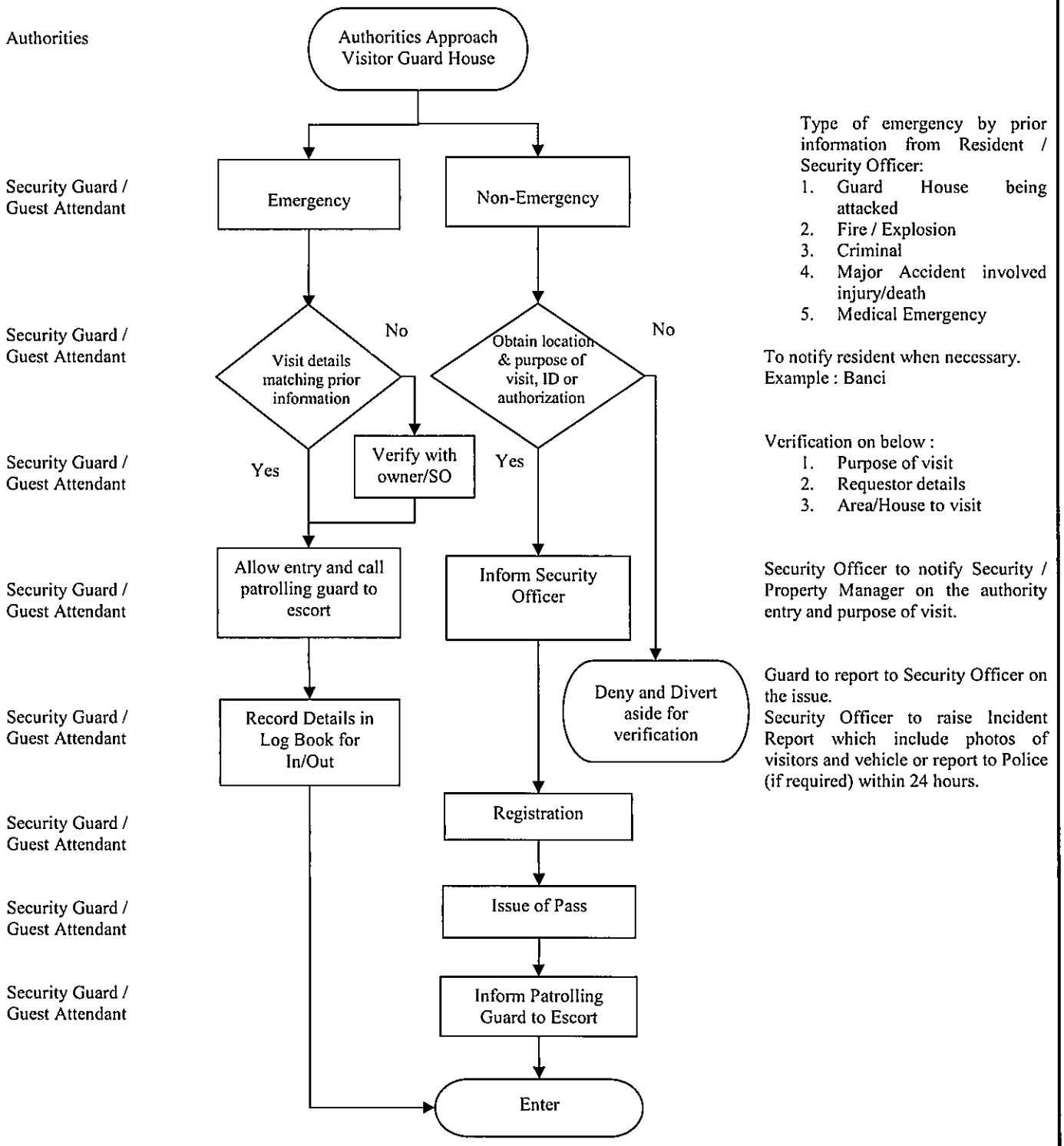
RESPONSIBILITY	PROCESS FLOW	DETAILS

4) Entry and Exit by Local Authorities with Vehicle



Type of emergency by prior information from Resident / Security Officer:

1. Guard House being attacked
2. Fire / Explosion
3. Criminal
4. Major Accident involved injury/death
5. Medical Emergency

To notify resident when necessary.
Example : Banci

Verification on below :

1. Purpose of visit
2. Requestor details
3. Area/House to visit

Security Officer to notify Security / Property Manager on the authority entry and purpose of visit.

Guard to report to Security Officer on the issue.
Security Officer to raise Incident Report which include photos of visitors and vehicle or report to Police (if required) within 24 hours.